



Active Shooting Response™

The Dispatcher's Role

Coming to your area!

Mar 10, 2010 • West Lafayette, IN

Hosted by: West Lafayette Police Department

Course #: 09-1174

Course Duration: 8 Hours

Price: \$209.00 per person

**Volume discounts available...
please call 1.800.537.6937.**

Make every second count when you're faced with a fast-moving incident



From college campuses to workplace violence to mall shootings, the active shooter is a unique challenge for law enforcement agencies... and not just for the officers who respond to the scene. 9-1-1 calls from frightened victims and bystanders are a reality that telecommunicators will be faced with.

PowerPhone's *Active Shooting Incidents™* course is designed to specifically address the role of the public safety telecommunicator in handling these incidents. You'll explore the mentality and motivations of the active shooter and build a solid knowledge base that will help you when handling calls. You'll learn what questions to ask callers, so you can get responding officers the information they need. And you'll be prepared to use tactics and strategies that will protect people on the scene.

Students will learn how to:

- Question and protect callers and witnesses
- Inform and protect law enforcement officers and responders
- Handle situations involving suicidal callers and hostages
- Employ crisis intervention strategies when appropriate
- Address the special concerns related to school violence

People are talking about PowerPhone

"Having an instructor who has experience actually doing my job is a huge advantage over other companies. I feel that PowerPhone instructors can relate better to a dispatcher."

— West Bloomfield Police Department, Michigan

ENROLL NOW!

1.800.537.6937
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Topics covered include:

- Pre-planning
- Profiling the active shooter
- Five origins of active shootings
- Five phases of the active shooter
- Pre-arrival survival instructions
- Gathering vital intelligence for responders
- Communicating with an active shooter
- Immediate Action Rapid Deployment (IARD) tactics
- Workplace violence
- School shootings
- Containment plans
- Safe environments
- Post incident stress
- Critical incident stress debriefings
- ICS in active shootings

